

November 1st, 2004

RE 2004 Docket #'s, 04-00166 and 04-00211

Dear Sir or Madame

RECEIVED
2004 NOV 12 AM 10:43
T.R.A. DOCKET ROOM

The Tennessee regulatory Authority Docket: 04-00166 and 04-00211, if approved could allow higher rates from calls from inmates at Tennessee jails and prisons. I am urging you to support the children and families of prisoners and vote against any increases in costs and any possibilities decreases in the time length of calls from a state or local penal institution.

Families of Tennessee prisoners are the forgotten victims of crime. Innocent of any wrong doing, they too often suffer in silence. It is therefore very important that elected and appointed government officials protect our interests. Our families are primarily responsible for telephone and many other expenditures of our incarcerated loved ones. The proposed changes would result in drastic telephone rate increases that we cannot afford. We also cannot afford to stop improving our family relationships through regular 30-minute telephone calls. Healthy family bonds during imprisonment help to reduce repeated incarcerations and ultimately make our communities safer for all Tennessee families. To shorten the length of the calls would be devastating to family bonds. Affordable local and long distances calls are especially critical for families who are physically or financially able to visit prisons that are often in remote locations where public transportations not available and over night accommodations and meals would drive up the costs. I am concerned that the current telephone provider, Global Tel-Link lacks accountability to its customers. We insist that improves customer service and better billing services are required of all telephone service providers to prisons and jails in Tennessee.

As a concerned citizen, I will be watching these issues very closely. I earnestly hope that you will support Families of Tennessee's prisoners and not the interest of big business

Sincerely



Barbara Owens-Bryant
1582 Mary Beth Lane
Clarksville, Tennessee
37042

RE: 2004 Docket #'s. 04-00166 and 04-00211

Carol Lawrence
1102 Wimbley Road
Estill Springs, TN 37333
November 5, 2004

Dear Sir or Madame:

2004 NOV 12 PM 12:10
T.R.A. DOCKET

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Sincerely,

Carol Lawrence